

FIGURE 1

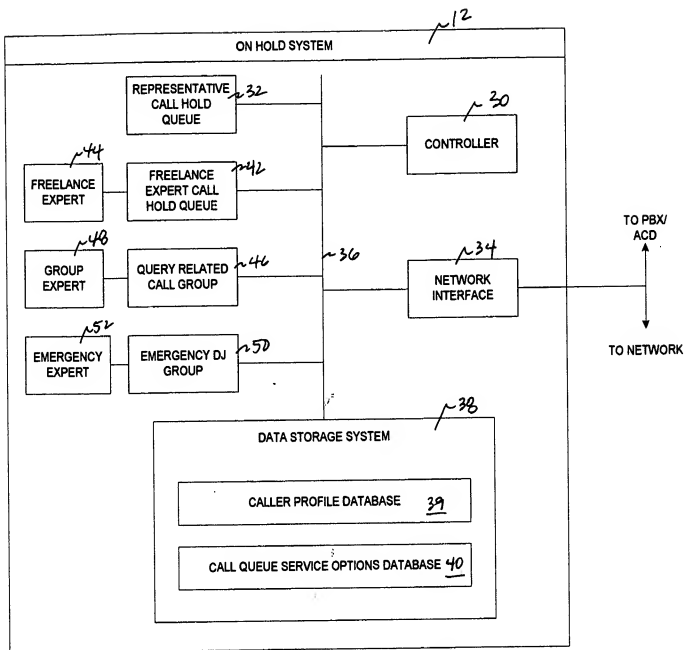


FIGURE 2

60

| REPRESENTATIVE CALL HOLD QUEUE | | |
|--------------------------------|------------|---------------|
| POSITION | CALLER ID | OPTION |
| 1 | 5120001111 | MUSIC |
| 2 | 5120002222 | FREELANCE #4 |
| 3 | 5120003333 | EMERGENCY |
| 4 | 5120004444 | EMERGENCY |
| 5 | 5120005555 | EMERGENCY |
| 6 | 5120006666 | PRINTER GROUP |
| 7 | 5120007777 | MODEM GROUP |
| 8 | 5120008888 | FREELANCE #4 |
| 9 | 5120009999 | PRINTER GROUP |

FIGURE 3

70

| FREELANCE EXPERT CALL HOLD QUEUE | | |
|----------------------------------|------------|------------|
| POSITION | CALLER ID | QUERY |
| 1 | 5120002222 | HARDWARE A |
| 2 | 5120008888 | HARDWARE A |

FIGURE 4

80

| QUERY RELATED CALL GROUP DATABASE | | |
|-----------------------------------|------------|-----------------|
| PARTICIPANT ID | CALLER ID | BROADCAST QUEUE |
| 006 | 5120006666 | 5 |
| 009 | 5120009999 | - |

FIGURE 5

90

| EMERGENCY DJ GROUP DATABASE | | |
|-----------------------------|------------|----------------|
| PARTICIPANT ID | CALLER ID | QUESTION QUEUE |
| 003 | 5120003333 | 2 |
| 004 | 5120004444 | 1 |
| 005 | 5120005555 | 4 |

FIGURE 6

AUS920010948US1

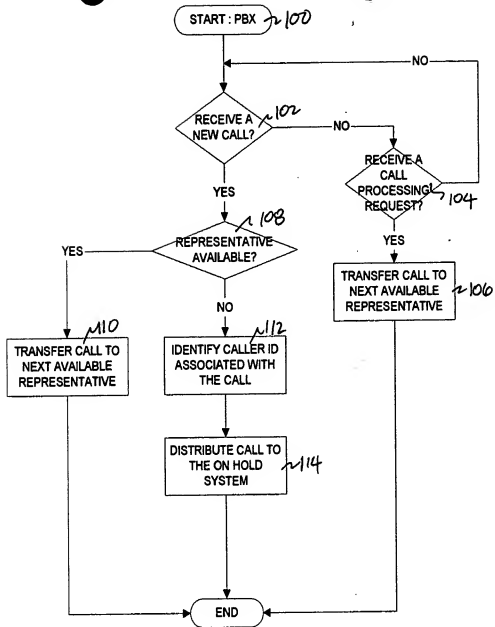


Figure 7

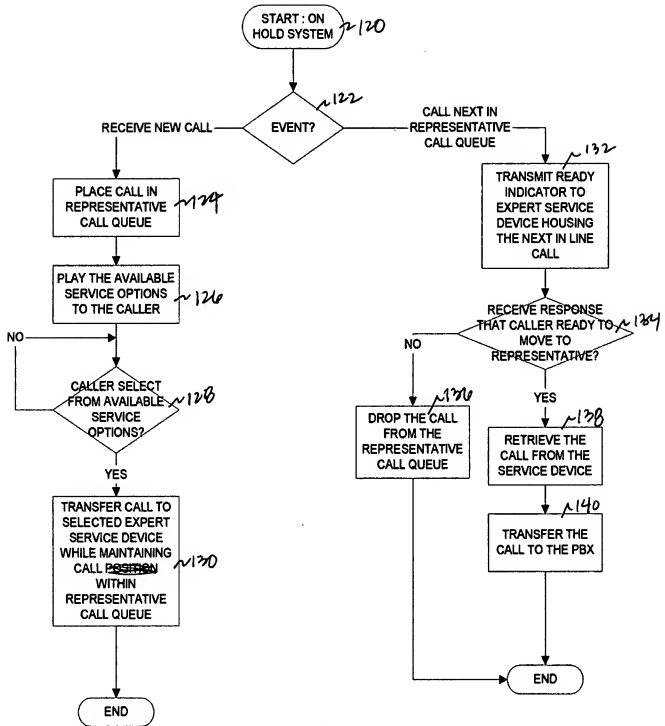


FIGURE 8

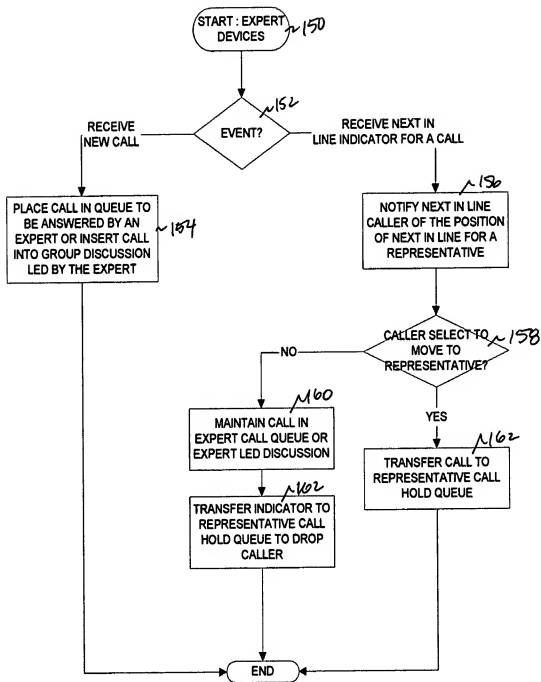


FIGURE 9